



Medicaid Unwinding & Expansion Update

2023



Agenda

- Expansion: Eligibility & Enrollment Update
- Expansion: Claims Payment
- Expansion: Customer Support
- Unwinding: Status Update
- Tribal Input & Technical Support Discussion

Expansion: Eligibility & Enrollment Update

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Enrollment

1,715 individuals were approved for Medicaid Expansion in June with an effective date of July 1, 2023.

Approvals include individuals newly enrolled in Medicaid and individuals transitioning from other Medicaid coverage groups.

Online Applications

DSS has seen a substantial increase in use of the online application, particularly for applications for Medicaid by itself or Medicaid and SNAP.

Technical

There have been no technical issues identified in the eligibility and enrollment system.

Expansion Management

Regional Managers, Supervisors, and Program Staff meet daily to discuss trends, problem-solve, and arrange assistance for any regions in need.

All regions have seen an increase in applications and customer contacts.

Expansion: DSS Website Update



DSS.SD.GOV

The home page now features a Medicaid Expansion button to quickly guide customers, stakeholders, and providers to the information they need.

Other quick links on the main page include:

- Find Your Local Office
- Forms & Publications
- Apply Online

Expansion: Provider & Stakeholder Resources

Customers

The Medicaid Expansion page at <https://dss.sd.gov/economicassistance/expansion.aspx> includes eligibility requirements and links on how to apply, print an application, or find local office information.

Providers & Stakeholders

Additional resources are available:

- Eligibility Brief
- Covered Services Brief
- Benefits & Operational Costs Brief
- Expansion Overview Brief
- Expansion Webinar & PowerPoint
- Expansion FAQs
- Expansion Billing Timeframe Information
- Unwinding Webinar & PowerPoint
- Unwinding Social Media Toolkit
- Unwinding Important Changes Letter

Provider & Stakeholder Resources



Expansion
[Webinar Recording](#) | [PowerPoint](#) | [Frequently Asked Questions](#)
[Medicaid Expansion Billing Timeframes](#)

Unwinding
[Provider Webinar Recording](#) | [Handout](#)
[Social Media Toolkit](#) | [Spanish](#)
[Important Changes Letter](#)

Expansion: Eligibility & Enrollment Update

Feedback/Questions

Expansion: Claims Payment

Expansion: Claims Payment

Claims Payment Timeframes

- Pharmacy (Point of Sale) and Dental Claims began processing July 1.
- Professional Services Claims (clinics, physician, etc.) finalizing testing – targeting August for ability to accept Medicaid Expansion claims for processing.
- Hospital/Institutional Claims – targeting October/November.

Verifying Eligibility

Eligibility verification for providers is available as of July 1 through the Provider Portal:
<https://dss.sd.gov/medicaid/portal.aspx>.

Providers can register for access or login at <https://dss.sd.gov/ocp/Account/Login>.

Portal functionality also includes status inquiries, claim submissions, negative balance reports, remittance advice, and more.



Expansion: Claims Payment

Feedback/Questions

Expansion: Customer Support

Expansion: Customer Support – Eligibility

Applicants

The [Medicaid Expansion](#) page has resources for applicants that include how to apply as well as eligibility criteria for expansion and other medical programs available in South Dakota.

Application Options

The application for Medicaid expansion is the same as the current application. Applications are available:

1. Online: dss.sd.gov/applyonline
2. DSS' website: dss.sd.gov/formsandpubs
3. All DSS offices
4. Most South Dakota Medicaid providers

Individuals can contact their local office if they'd like an application mailed, faxed, or emailed to them. Local office information can be found at dss.sd.gov/findyourlocaloffice.

Application Assistance & Questions

Many resources can be found online at dss.sd.gov. Applicants who need help applying, have questions on the process, or want an update on their application status can contact DSS staff for assistance. Local office information can be located at dss.sd.gov/findyourlocaloffice.

Expansion: Customer Support – Medical Services

Claims & Coverage Questions

The [Medicaid Recipient Handbook](#) and [Medicaid Pregnancy Handbook](#) have information on coverage, referrals, cost-sharing, and more.

If Medicaid recipients have additional questions, they can call 800.597.1603.

Primary Care Provider

Medicaid Expansion recipients are required to choose a [Primary Care Provider](#) (PCP). Recipients can choose or change a PCP at <https://pcphhselection.appssd.sd.gov/>. The website also includes a map of providers and a list of providers.

If Medicaid recipients have additional questions, they can call 605.773.3495 or email medical@state.sd.us.

Health Home Program

This program offers enhanced health care services to Medicaid recipients with chronic conditions. Recipients can choose or change a health home provider at <https://pcphhselection.appssd.sd.gov/>.

If Medicaid recipients have additional questions, they can call 605.773.3495 or email medical@state.sd.us.

Expansion: Customer Support

Feedback/Questions

Unwinding: Status Update

Unwinding: Status Update

Unwinding Schedule

DSS began the process of unwinding from the continuous coverage requirement in February 2023 with disenrollment beginning April 2023. DSS has followed CMS' recommendation to review no more than 1/9 of its caseload per month.

Enrollment

As of July 1, 2023, there has been a 24% reduction in Medicaid enrollment in South Dakota after consideration of new enrollment and reinstatements.

Expansion Management

Regional Managers, Supervisors, and Program Staff have daily meetings to discuss trends, problem-solve, and arrange assistance for any regions in need.

All regions have seen an increase in applications and customer contacts.

Unwinding: Status Update

Feedback/Questions

Open Discussion: Questions, Tribal Input, & Technical Support



Questions?